

Distance Support Portal

A world of support at your fingertips

Anchor Desk
I need to...

QUICK REPORT

Cases Created and Closed From 1/22/2004 to 1/29/2004

Count of Cases

New Cases Created 554

Metric	Total	%
Telephone	215	39
Email	257	46
Anchor Desk Web	79	14
Other	3	1

Case Status as of 1/29/2004 only.

Phone Answer Time

Total Calls Answered 430

Metric	Total	%
Average Wait Time	8	Seconds
In 30 Seconds or Less	428	100
31 to 60 Seconds	2	0
Total Talk Time	2493	Minutes
Average Talk Time	5.8	Minutes

Case Status as of 1/29/2004 only.

Phone Call Abandon Time

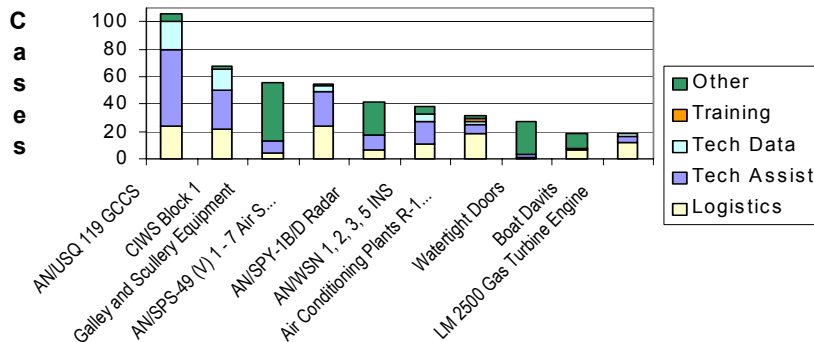
Total Calls Abandoned 0

Metric	Total	%
Average Abandon Time	0	Seconds
In 15 Seconds or Less	0	0.00
16 to 30 Seconds	0	0.00
31 to 60 Seconds	0	0.00
61 Seconds or More	0	0.00

Case Status as of 1/29/2004 only.

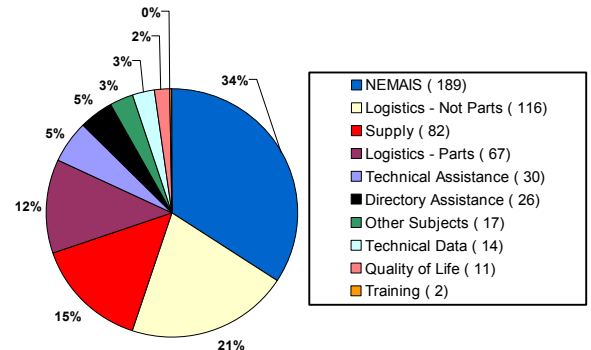
Distance Support Top 10 Requests

Cumulative Totals (Since 08/15/2000)



Functional Drivers

Types of Questions (554 Total Cases)



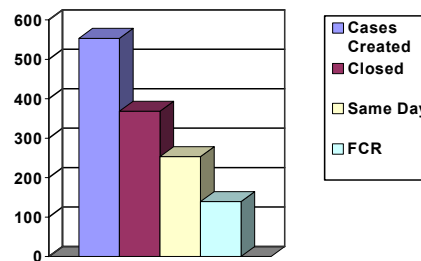
Case Resolution

New Cases Created 554

Metric	Total	%
Old Cases Closed	212	
New Cases Closed	368	66
Closed Same Day	253	46
First Contact Resolution	139	25

Case Status as of 1/29/2004 only.

Case Resolution Ratio



SOS Response Time Breakdown

Total SOS Requests Resolved 411

Metric	Total	%
1.) > 1 Week	70	17
2.) 3 - < 7 Days	42	10
3.) 1 - < 3 Days	67	16
4.) 6 - < 24 Hours	58	14
5.) 2 - < 6 Hours	36	9
6.) < 2 Hours	138	34

Case Status as of 1/29/2004 only.

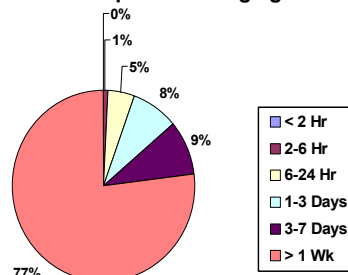
Open Cases Aging

Total Cases Open 811

Metric	Total	%
1.) > 1 Week	625	77
2.) 3 - < 7 Days	73	9
3.) 1 - < 3 Days	68	8
4.) 6 - < 24 Hours	38	5
5.) 2 - < 6 Hours	7	1
6.) < 2 Hours	0	0

Case Status as of 1/29/2004 only.

Open Cases Aging



Cases Transferred Ratio

New Cases Created 554

Metric	Total	%
Transferred to SOS	276	50
Average Transfer*	0.8	Hrs
NICC Resolved	278	50
NICC Researching	0	0

*Average Time between case creation and transfer.
Case Status as of 1/29/2004 only.

A full report explanation is available that includes definitions used in this report. Contact your Help Desk Manager to request a copy. All numbers are for the period, that is, the date range in the report heading. The period is specified at the time the report is run and may be daily, weekly (week ending on Wednesday), and monthly. Reports should be e-mailed to Help Desk Team members daily with weekly reports e-mailed on Mondays and monthly reports e-mailed the first working day of each new month.